

2015 FCC EEO Public File Report for Charter Communications

12371 - COE Fond du Lac Cnty WI

This Report Covers September 1, 2014 through August 31, 2015

Total Number of Full-Time Vacancies Filled During This Period: **201**
 Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: **285**

Please see attached the Recruitment Source List that includes recruitment source contact information.

FULL-TIME VACANCIES FILLED

State WI
 FCC Unit 12371

Req #	Job Title	Recruitment Source(s) Used to Fill the Vacancy	Interviewees Referred	Number Hired
1502943	Associate Accts Receivable Specialist	Radio*	2	0
		WTCX (96.1)	2	1
		Indeed*	1	0
		Charter.com	1	0
		Employee Referral	1	0
		Direct Employers	0	0
1502943 Total			7	1
1408761	Billing Application Analyst I	Linkedin*	1	0
		Internal	1	1
		Direct Employers	0	0
1408761 Total			2	1
1407426	Customer Care Billing Advisor	Employee Referral	27	22
		Charter.com	17	15
		Indeed*	10	7
		State of WI DWD	8	6
		Internet*	5	5
		Radio*	2	2
		WTCX (96.1)	2	2
		Career Builder*	1	0
		Action Advertiser	1	0
		All jobs*	1	1
		105.7 WAPL*	1	1
		TV ads	1	0
		WBJZ (B104.7)	1	0
		Newspaper*	1	0
		MilwaukeeJobs.com*	1	1
		N/A*	1	1
		Direct Employers	0	0

1407426 Total			80	63
1408715	Customer Care Billing Advisor	Employee Referral	26	20
		Charter.com	11	9
		Indeed*	4	2
		Internet*	4	4
		Radio*	3	3
		TV ads	3	1
		State of WI DWD	2	2
		N/A*	2	0
		WBJZ (B104.7)	2	0
		Action Advertiser	1	1
		Career Builder*	1	1
		Advertisement*	1	0
		Jobs.com*	1	1
		95.9*	1	0
		MSN*	1	0
		102.3 The Bug*	1	1
		Google*	1	1
		Direct Employers	0	0
1408715 Total			65	46
1409457	Customer Care Billing Advisor	Employee Referral	14	11
		Indeed*	7	5
		Google*	4	3
		Radio*	3	2
		Charter.com	3	2
		N/A*	2	1
		State of WI DWD	2	0
		Email*	1	1
		WBJZ (B104.7)	1	0
		WIXX*	1	0
		WTCX (96.1)	1	1
		Action Advertiser	1	1
		Internet*	1	1
		Direct Employers	0	0
1409457 Total			41	28
1501719	Customer Care Billing Advisor	Employee Referral	35	25
		Charter.com	15	12
		Indeed*	5	2
		Google*	3	2
		Radio*	3	3
		Internet*	3	2
		Action Advertiser	2	1
		State of WI DWD	2	1
		TV ads	2	2
		Careeronestop.com*	1	1
		WMDC (98.7)	1	1

1501719	Customer Care Billing Advisor	Career Builder*	1	0
		WBJZ (B104.7)	1	0
		Marian University*	1	0
		WFDL (97.7)	1	1
		MilwaukeeJobs.com*	1	1
		Facebook*	1	1
		Newspaper*	1	0
		Direct Employers	0	0
1501719 Total			79	55
1406098	Dir, Customer Operations	Charter.com	1	1
		Direct Employers	0	0
1406098 Total			1	1
1407100	Human Resources Generalist I	Indeed*	1	1
		Direct Employers	0	0
1407100 Total			1	1
1404542	Mgr, Bus Controls Call Ctr Ops	Internet*	1	1
		Direct Employers	0	0
1404542 Total			1	1
1503870	Technical Specialist	Employee Referral	2	1
		Internal	1	0
		VA Rep*	1	0
		Indeed*	1	0
		Direct Employers	0	0
1503870 Total			5	1
1409168	Trainer I	WIXX*	1	1
		Direct Employers	0	0
1409168 Total			1	1
1408879	Sup, Billing	Career Builder*	1	1
		Employee Referral	1	1
		Direct Employers	0	0
1408879 Total			2	2
Grand Total			285	201

RECRUITMENT SOURCE LIST

Name of Recruitment Source	Street Address	City, State, Zip	Contact Person	Telephone Number	Entitled to Notification?	Total Number of Referrals
Radio - Charter often advertises via paid radio endorsers on local stations which include Radio Plus stations: WFDL (97.7), WTCX (96.1), WMDC (98.7)	davis@wfdl.com	Fond du Lac, WI 54935	Terry Davis	920-924-9697	No	7
Radio - Charter often advertises via paid radio endorsers on local stations which include Martini Media stations: WBJZ (B104.7)	marty@b104online.com	Oshkosh, WI 54904	Marty Schibbelhit	920-933-0537	No	6
Employee Referral					No	138
Newspaper - Charter occasionally advertises via paid newspaper ads with Gannett Wisconsin Media (Action Advertiser)	hcostello@gannett.com	Green Bay , WI 54301	Hannah Costello	877-925-0233	No	4
State of WI DWD	debra.warga@dwd.wisconsin.gov	Fond du Lac, WI 54935	Debra Warga	920-929-3913	No	2
TV - Charter OnDemand, Charter Cross Channels	bob.pinter@charter.com	Madison, WI 53718	Bob Pinter	608-467-9225	No	5
Job Fairs - Charter attends job fairs during the year	Fond du Lac Job Fair @ Marian University	Fond du Lac, WI 54935	Mary Denzin	920-921-3500	No	0
Job Fairs - Charter attends job fairs during the year	Fox Valley Career Expo	Fond du Lac, WI 54935	Debra Warga	920-929-3913		0
Internal Postings that current employees applied for					No	2
Direct Employers**	9002 N. Purdue Rd., Ste. 100	Indianapolis, IN 42628	directemployers.org	317-874-9000	No	0
Charter.com	12405 Powerscourt Dr.	St. Louis, MO 63131	charter.com/careers	314-965-0555	No	44

The sources marked with () in this report are sources that were identified by interviewees as referral sources, but that: (1) Charter did not use directly as a recruitment sources; and/or (2) interviewees were unable to identify more precisely. Many job boards and job banks pull charter's job vacancies from its website and post them independently via their own systems. Accordingly, applicants often learn about Charter's job vacancies from sources that Charter does not post with directly or track.

**Charter is a member of DirectEmployers Association. Through this nonprofit network, job vacancies for this unit are distributed to a wide array of recruitment sources, including, but not limited to, educational institutions, state workforce agencies and job bank(s), and organizations that distribute employment opportunities to women, minorities, the disabled, and veterans.

Supplemental Recruitment Initiatives:

#	Name	Date	Description
1	Fond du Lac Job Fair	4/15/2015	community job fair and resume review
2	Fox Valley Career Expo	7/29/2015	community job fair and resume review
3	Student Outreach Winnebago Lutheran HS	3/13/2015	resume and interview skill building
4	Student Outreach Fond du Lac HS	3/27/2015	resume and interview skill building
5	Establishment of training programs designed to enable unit personnel to acquire skills that could qualify them for higher level positions	9/17-18/2014	Training supervisor fundamentals (Charter University)
6	Participation in job banks, Internet programs, and other programs designed to promote outreach generally	Various	Charter Communications contracts with the Local Job Network (localjobnetwork.com) to email open position daily through their Community and Diversity Outreach program to 2.1 million monthly active and passive job seekers. The outreach focuses on minorities, women, people with disabilities, veterans, historically black colleges and universities, state workforce agencies, and professional/technical groups.
7	Business, Industry and Education Day (Fond du Lac, WI)	11/5/2014	BIE Day is a program of Fond du Lac Works, a division of the Fond du Lac Area Association of Commerce, dedicated to bolstering the Fond du Lac economy through the recruitment, retention and development of a quality workforce.
8	State of WI - Dept of Workforce (Fond du Lac Job Center)	1/29/2015	Presentation to job seekers regarding skills in the workplace, in addition to mock interviews.